In the Claims:

Please cancel claims 4-8, 11, 13-23, and 25-28. Please amend claims 1-3 and 9-10. Please add new claims 29-45. The claims are as follows:

1. (Currently amended) A method for displaying a list of service requests from multiple service request systems on a single display, said method comprising the steps of:

a computer processor receiving a service inquiry at a service manager location from a browser to which a technician is interfaced at a computer comprising the browser, said computer processor being comprised by a gateway manager, said service inquiry requesting a list of services assigned to the technician for being performed by the technician;

in response to said receiving the service inquiry, said processor formulating and sending a service request status message to a plurality of service ticketing systems, said service request status message requesting service tickets specifying the services assigned to the technician from the service manager;

after said sending the service request status message, said processor receiving and merging responses to the service request status message tickets from the service ticketing systems, each service ticket specifying a different service of the services assigned to the technician into a single list of responses;

said processor merging the received service tickets into a response list of tickets;

said processor sorting the tickets in the response list by predetermined sort parameters and generating a to generate multiple sorted ticket request lists; and

~~displaying~~ said processor storing the multiple sorted ticket request list<u>s</u> ~~containing ticket request from multiple ticket request systems~~ <u>in a cache memory at the gateway manager for subsequent display to the technician of a sorted ticket request list of the multiple sorted ticket request lists, wherein the multiple sorted ticket request lists are concurrently stored in the cache memory</u>.

2. (Currently amended) The method ~~as described in~~ <u>of</u> claim 1<u>, said method</u> further comprising ~~the step of~~<u>:</u>

~~the step of~~ <u>before said sending the service request status message, said processor</u> converting the service status request message to a format <u>that is specific</u> for each ~~particular~~ <u>service</u> ticketing system.

3. (Currently amended) The method ~~as described in~~ <u>of</u> claim 1<u>, said method</u> further comprising ~~the step of~~<u>:</u>

<u>said processor</u> converting the ~~responses from the plurality of ticketing systems~~ <u>received service tickets</u> into a common format ~~for receipt and processing by the service manager,~~ <u>wherein said merging results in the response list being in the common format.</u>

4-8. (Canceled)

9. (Currently amended) The method ~~as described in~~ <u>of</u> claim 1<u>, said method</u> further comprising ~~the step of~~:

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said processor determining [[the]] an elapsed time since [[the]] a last inquiry by a ~~particular service~~ the technician; and

said processor resetting the sorted ticket lists in the cache[[, if]] after a predetermined time period has expired.

10. (Currently amended) The method ~~as described in~~ of claim 9, wherein said resetting ~~step~~ comprises retrieving additional tickets for the ticketing systems.

11-28. (Canceled)

29. (New) The method of claim 3, wherein the common format is an XML format.

30. (New) The method of claim 21, wherein said sorting comprises:

creating a different integer array of pointers for each sort parameter to index a sort order of the tickets in the response list for each sort parameter, wherein each pointer in each integer array points to a ticket in the response list, and

rearranging the pointers in each integer array as the tickets are rearranged in the response list for each sort parameter.

31. (New) The method of claim 1,

wherein the sort parameters consist of a first sort parameter and a second sort parameter,

wherein the multiple sorted ticket request lists consist of a first sorted ticket request list and a second sorted ticket request list, and

wherein said sorting comprises generating the first sorted ticket request list whose tickets are sorted according to the first sort parameter and generating the second sorted ticket request list whose tickets are sorted according to the second sort parameter.

32. (New) The method of claim 31, wherein the first sort parameter consists of ticket request location, and wherein the second sort parameter consists of type of service requested.

33. (New) The method of claim 31, wherein the first sort parameter consists of ticket submission date, and wherein the second sort parameter consists of severity of problem to which service is directed.

34. (New) The method of claim 1, said method further comprising:

displaying to the technician the sorted ticket request list by displaying sequential segments of tickets in the sorted ticket request list, one segment at a time.

35. (New) A computer program product, comprising a computer readable storage medium having a computer readable instructions stored therein, said instructions configured to be executed by a computer processor of a gateway manager to implement a method for displaying a list of service requests from multiple service request systems on a single display, said method comprising:

receiving a service inquiry from a browser to which a technician is interfaced at a computer comprising the browser, said service inquiry requesting a list of services assigned to the technician for being performed by the technician;

in response to said receiving the service inquiry, formulating and sending a service request status message to a plurality of service ticketing systems, said service request status message requesting service tickets specifying the services assigned to the technician;

after said sending the service request status message, receiving the service tickets from the service ticketing systems, each service ticket specifying a different service of the services assigned to the technician;

merging the received service tickets into a response list of tickets;

sorting the tickets in the response list by sort parameters to generate multiple sorted ticket request lists; and

storing the multiple sorted ticket request lists in a cache memory at the gateway manager for subsequent display to the technician of a sorted ticket request list of the multiple sorted ticket request lists, wherein the multiple sorted ticket request lists are concurrently stored in the cache memory.

36. (New) The computer program product of claim 35, said method further comprising:

before said sending the service request status message, said processor converting the service status request message to a format that is specific for each service ticketing system.

37. (New) The computer program product of claim 35, said method further comprising:

converting the received service tickets into a common format, wherein said merging results in the response list being in the common format.

38. (Currently amended) The computer program product of claim 1, said method further comprising:

determining an elapsed time since a last inquiry by the technician; and

resetting the sorted ticket lists in the cache after a predetermined time period has expired.

39. (Currently amended) The computer program product of claim 38, wherein said resetting comprises retrieving additional tickets for the ticketing systems.

40. (New) The computer program product of claim 37, wherein the common format is an XML format.

41. (New) The computer program product of claim 40, wherein said sorting comprises:

creating a different integer array of pointers for each sort parameter to index a sort order of the tickets in the response list for each sort parameter, wherein each pointer in each integer array points to a ticket in the response list, and

rearranging the pointers in each integer array as the tickets are rearranged in the response list for each sort parameter.

42. (New) The computer program product of claim 35,

wherein the sort parameters consist of a first sort parameter and a second sort parameter,

wherein the multiple sorted ticket request lists consist of a first sorted ticket request list and a second sorted ticket request list, and

wherein said sorting comprises generating the first sorted ticket request list whose tickets are sorted according to the first sort parameter and generating the second sorted ticket request list whose tickets are sorted according to the second sort parameter.

43. (New) The computer program product of claim 42, wherein the first sort parameter consists of ticket request location, and wherein the second sort parameter consists of type of service requested.

44. (New) The computer program product of claim 42, wherein the first sort parameter consists of ticket submission date, and wherein the second sort parameter consists of severity of problem to which service is directed.

45. (New) The computer program product of claim 35, said method further comprising:

displaying to the technician the sorted ticket request list by displaying sequential segments of tickets in the sorted ticket request list, one segment at a time.